



BACK TO BUSINESS

TOOLKIT

May 25, 2020

A LETTER FROM THE TOWN MANAGER

Dear Nantucket Community,

The Town of Nantucket is looking forward to the possibility of having your business reopen in the coming days in accordance with state guidelines. We recognize that your business will need to modify your normal operations to meet state and local safety standards that are now in place to keep you, your employees, and customers healthy. We also recognize that modifications to your operations have had and will continue to have significant impacts on your business.

The impacts of COVID-19 will continue to affect all of us for some time. Fortunately, the heart of Nantucket's community resilience is finding ways to work together collaboratively and creatively.

This Back to Business Toolkit is an example of this creativity. The Town of Nantucket developed this one-stop shopping/living electronic document as a compilation of business resources to successfully adapt and get back on track. It is a direct response to the Economic Recovery Task Force's recommendation to have this information centralized and easy to access.

We are here for you! If you would like additional tools as part of this Back to Business toolkit, please let us know.

Sincerely,

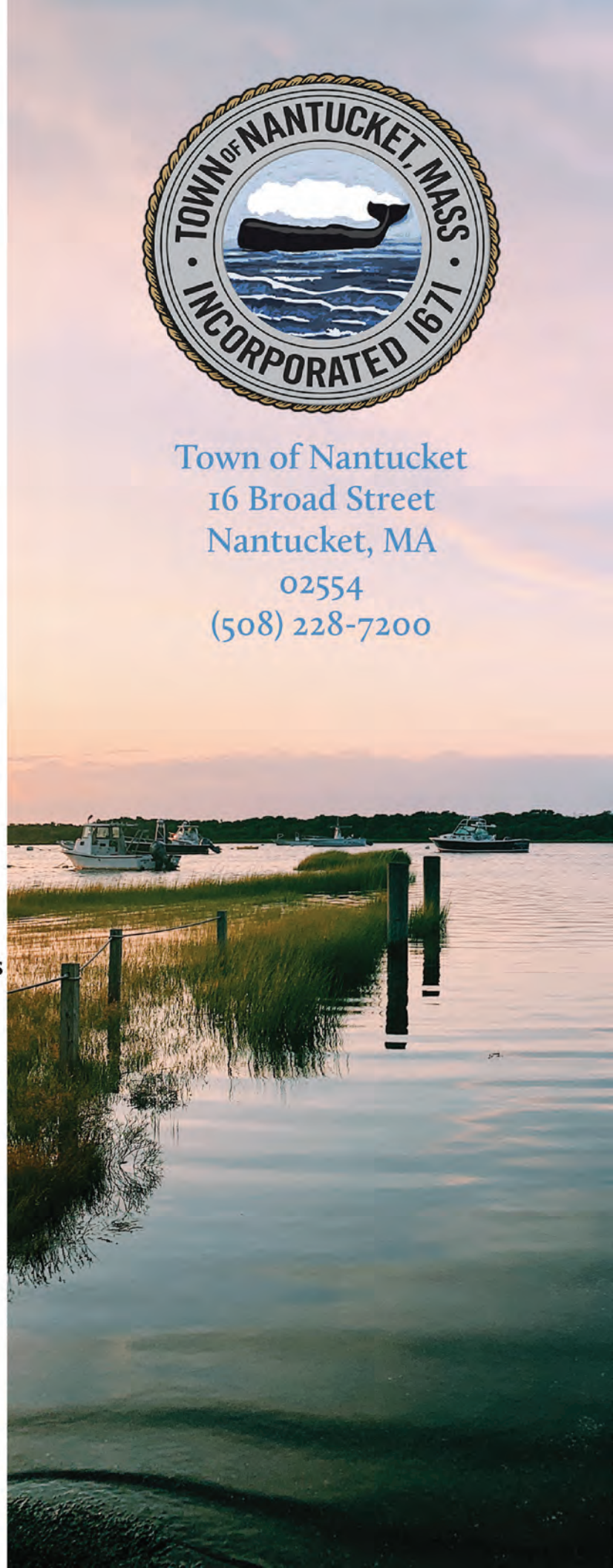
Town Manager C. Elizabeth Gibson

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Town of Nantucket
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REOPENING MASSACHUSETTS

Public health metrics will determine when the first phase of reopening begins, as well as when it is safe to move into later phases. If public health metrics worsen, the state may need to return to an earlier phase.

Reopening Massachusetts:

<https://www.mass.gov/info-details/reopening-massachusetts>

CHECKLIST FOR REOPENING

THESE REQUIREMENTS ARE MANDATORY FOR
A BUSINESS TO REOPEN.

MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS

All businesses must meet the Massachusetts Mandatory Workplace Safety Standards.

More information on these standards can be found [HERE](#) and in this Back to Business Toolkit.

MASSACHUSETTS SAFETY PROTOCOL REQUIREMENTS BY BUSINESS SECTOR

All businesses must also meet the business sector specific safety protocols and best practices that detail how particular industries must operate upon reopening that were developed by the Governor's Reopening Advisory Board.

More information on these standards can be found [HERE](#) and in this Back to Business Toolkit.

CHECKLIST FOR REOPENING

THESE REQUIREMENTS ARE MANDATORY FOR
A BUSINESS TO REOPEN.

Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28 and May 15, may remain open and have until May 25, 2020 to comply with these mandatory safety standards.



MAKE A COVID-19 CONTROL PLAN

All businesses must develop a written plan outlining how its workplace will comply with the mandatory safety standards for operation.

Control plans do not need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak. Please use the MA state template [HERE](#).



EMPLOYER AND WORKER POSTERS

Print and display both posters to describe the rules for maintaining social distancing, hygiene protocols, and cleaning and disinfecting.

Please use the MA state poster [FOR EMPLOYERS](#) and [FOR WORKERS](#).

BACK TO BUSINESS TIPS

WELCOMING EMPLOYEES BACK TO WORK

Businesses operating to provide Essential Services, as defined in the Governor's March 23, 2020 Executive Order, updated on March 31, April 28 and May 15, may remain open and have until May 25, 2020 to comply with these mandatory safety standards.



PLAN AHEAD

Develop a COVID response plan and update company policies prior to employees returning to work. Purchase personal protective equipment (PPE) for your business.



PROFESSIONAL CONSULTATION

Speak with a professional advisor or attorney to help you understand HR related matters including on-boarding furloughed employees, refusals to return to work, policies for sick or quarantined employees and other technical topics.



COMMUNICATE

Communicate with employees in advance and in writing about updated policies, procedures and expectations prior to returning to work.



EDUCATE AND TRAIN

Provide education materials and training to employees on safety requirements, protocols, company procedures and customer service.

BACK TO BUSINESS TIPS

CUSTOMER SERVICE AND EXPANDING BUSINESS REACH



PHONE

Consider adding additional phone lines to ensure customers can connect to your business over the phone.



SOCIAL MEDIA | WEBSITE

Keep posts illustrative and simple. Consider a "behind the scenes" view to expand interest, humanize your business, and expand your reach.

Update and simplify your website content to help customers find what they need and understand how your business is adapting to COVID.



UPDATE STOREFRONTS

It's time to refresh your front door. Update signage to reflect current business hours, customer protocols and COVID information. Consider updating window displays to create renewed interest even with physical distance requirements.

MASSACHUSETTS PPE VENDOR LIST

FOR BUSINESSES

Below is a link to a list of vendors offering relevant hygienic and protective supplies for the workplace and includes MA state contract vendors that Massachusetts has historically purchased from. This list also includes MA based local manufacturers that have pivoted to producing hygienic or protective supplies as part of the M-ERT process.

For more information visit:

<https://www.mass.gov/info-details/reopening-purchasing-hygienic-or-protective-supplies-for-the-workplace>



MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS FOR BUSINESSES

SOCIAL DISTANCING



6 feet physical distance

All persons, including employees, customers, and vendors should remain at least 6 feet apart to the greatest extent possible, both inside and outside workplaces.



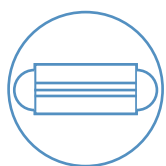
protocols

Establish protocols to ensure that employees can practice adequate social distancing.



signage

Signage for safe physical distancing.



face masks

Require face coverings or masks for all employees.

HYGIENE PROTOCOLS



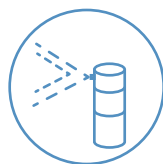
hand washing facilities

Provide hand washing capabilities throughout the workplace.



hand washing

Ensure frequent hand washing by employees and adequate supplies to do so.



high touch sanitation

Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout the work site.

Source Information:

<https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces>

MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS FOR BUSINESSES

STAFFING & OPERATIONS



employee training

Provide training for employees regarding social distancing and hygiene protocols.



stay home

Employees who are displaying COVID-19 like symptoms do not report to work.



establish a plan

Establish a plan for employees getting ill from COVID-19 at work, and a return to-work plan.

CLEANING & DISINFECTING



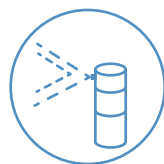
cleaning protocols

Establish and maintain cleaning protocols specific to the business.



sick employee

When an active employee is diagnosed with COVID-19, cleaning and disinfecting must be performed.



disinfection

Disinfection of all common surfaces must take place at intervals appropriate to said workplace.

Source Information:

<https://www.mass.gov/info-details/reopening-mandatory-safety-standards-for-workplaces>

MASSACHUSETTS MANDATORY WORKPLACE SAFETY STANDARDS

FOR BUSINESSES



Childcare
& Camps



Construction



Hair Salons



Landscaping



Lodging



Office Space



Pet
Grooming



Restaurants



Retail



Sports

MASSACHUSETTS FACE COVERING POLICY



A FACE COVERING CAN INCLUDE ANYTHING THAT COVERS YOUR NOSE AND MOUTH.

WEAR A FACE COVERING OR MASK WHEN IT IS DIFFICULT TO MAINTAIN A SOCIAL DISTANCE

OF **6 feet** FROM OTHERS.



DO NOT USE HEALTH CARE WORKER MASKS (N95 MASKS). THOSE SHOULD BE PRESERVED FOR HEALTHCARE WORKERS.



THE FACE COVERING SHOULD ALLOW FOR BREATHING WITHOUT RESTRICTIONS.

THE FACE COVERING SHOULD FIT SNUGLY BUT COMFORTABLY AGAINST THE SIDE OF THE FACE.

THE FACE COVERING SHOULD BE SECURED WITH TIES OR EAR LOOPS.



You can use anything that covers your nose and mouth

HELPFUL LINKS

STATE OF MASSACHUSETTS

TOWN OF NANTUCKET

TOWN OF NANTUCKET CULTURE &
TOURISM DEPARTMENT

NANTUCKET CHAMBER OF COMMERCE

NANTUCKET COTTAGE HOSPITAL

CDC BUSINESS RESOURCES

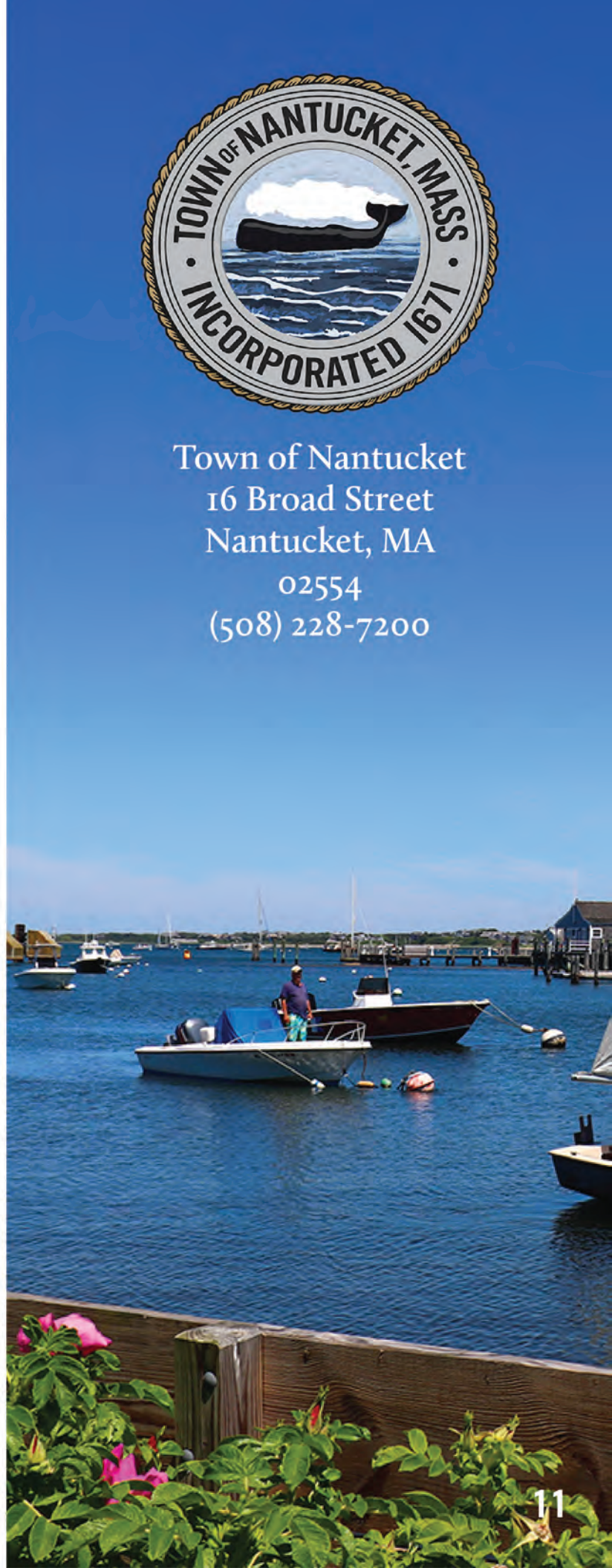
TOWN OF NANTUCKET ECONOMIC
RECOVERY TASK FORCE

SURVEY: 12 QUESTIONS TO ASK
YOURSELF ABOUT COVID-19

ENCUESTA: 12 PREGUNTAS SOBRE LOS
SINTOMAS DEL COVID-19



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16 Broad Street
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TEMPLATES & POSTERS



TEMPLATE (I/II)

COVID-19 Control plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

BUSINESS INFORMATION | please provide the following information

Business name: _____ Check if part of a larger corporation

Address: _____

Contact information (Owner/Manager): _____

Contact information (HR representative), if applicable: _____

Number of workers on-site: _____

SOCIAL DISTANCING | check the boxes to certify that you have:

Ensured that all persons, including employees, customers, and vendors remain at least six feet apart to the greatest extent possible, both inside and outside workplaces

Established protocols to ensure that employees can practice adequate social distancing

Posted signage for safe social distancing

Required face coverings or masks for all employees

Implemented additional procedures. Please describe them here: _____

HYGIENE PROTOCOLS | check the boxes to certify that you have:

Provided hand washing capabilities throughout the workplace

Ensured frequent hand washing by employees and provided adequate supplies to do so

Provided regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms throughout work site

Implemented additional procedures. Please describe them here: _____



TEMPLATE (II/II)

COVID-19 Control plan

All businesses in the state of MA must develop a written control plan outlining how its workplace will comply with the mandatory safety standards for operation in the COVID-19 reopening period. This template may be filled out to meet that requirement. Control plans **do not** need to be submitted for approval but must be kept on premise and made available in the case of an inspection or outbreak.

All individually listed businesses must complete a control plan, even if the business is part of a larger corporation or entity.

STAFFING & OPERATIONS check the boxes to certify that you have: _____

Provided training for employees regarding the social distancing and hygiene protocols

Ensured employees who are displaying COVID-19-like symptoms do not report to work

Established a plan for employees getting ill from COVID-19 at work, and a return-to-work plan

Implemented additional procedures. Please describe them here: _____

CLEANING & DISINFECTING check the boxes to certify that you have: _____

Established and maintained cleaning protocols specific to the business

Ensured that when an active employee is diagnosed with COVID-19, cleaning and disinfecting is performed

Prepared to disinfect all common surfaces at intervals appropriate to said workplace

Implemented additional procedures. Please describe them here: _____

Important



In order to reopen your business, please complete and sign the following checklist once you have completed your COVID-19 Control Plan template

The following poster should be displayed in an area within the business premises that is visible to employees and visitors. Thank you for your efforts to get back to business while keeping Massachusetts safe

Welcome



Please know that we take our responsibility to keep Massachusetts safe very seriously. Be assured we have taken the following steps to comply with state mandatory safety standards for workplaces:

☐

Workers are wearing face coverings and we've put social distancing measures in place

☐

We provide hand washing capabilities and we are regularly sanitizing high-touch areas

☐

Our staff has received training regarding social distancing and hygiene protocols

☐

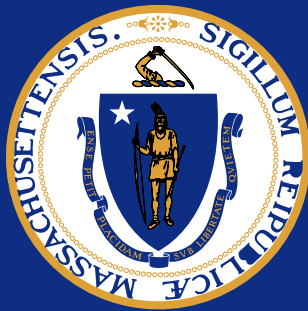
We have established thorough cleaning and disinfecting protocols



We ask you to do your part as well by wearing your face mask and maintaining social distance. Thanks—and we hope to see you again soon.

Signature

RULES TO KEEP YOU SAFE AT WORK



Mandatory safety standards for workplaces

SOCIAL DISTANCING



Remain at least six feet apart from others to the greatest extent possible, both inside and outside workplaces



Follow established protocols to ensure social distancing



Review signage for safe social distancing



Use a face covering or mask at all times

HYGIENE PROTOCOLS



Ensure there are hand washing capabilities throughout the workplace



Wash your hands frequently and properly



Provide regular sanitization of high touch areas, such as workstations, equipment, screens, doorknobs, restrooms, etc.

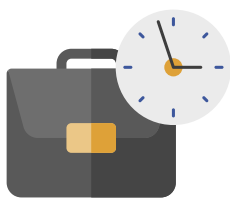
STAFFING & OPERATIONS



Attend work trainings regarding the social distancing and hygiene protocols



Do not report to work if you are displaying COVID-19-like symptoms



Comply with plan for employees getting ill from COVID-19 at work, and return-to-work plan

CLEANING & DISINFECTING



Comply and maintain cleaning protocols specific to the business



Ensure that cleaning and disinfecting is performed when an active employee is diagnosed with COVID-19



Disinfect all common surfaces must take place at intervals appropriate to said workplace

NOTICE

**FACE MASKS OR
CLOTH FACE COVERINGS
REQUIRED IN PUBLIC
PLACES WHERE SOCIAL
DISTANCING IS NOT
POSSIBLE**



**PER MASSACHUSETTS
STATE ORDER NO. 31**

AVISO

**SE REQUIERE EL USO
DE MASCARILLA O
CUBIERTA FACIAL
EN ÁREAS PÚBLICAS
CUANDO EL DISTANCIAMIENTO
SOCIAL NO SEA POSIBLE**



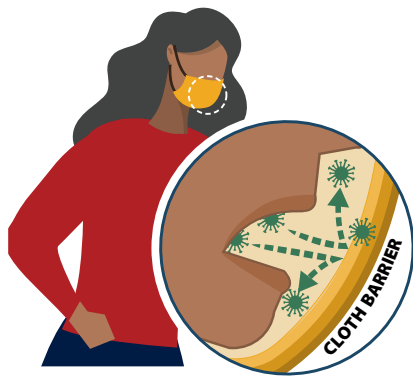
**DE CONFORMIDAD CON
ORDEN ESTATAL NO. 31**

How to Safely Wear and Take Off a Cloth Face Covering

Accessible: <https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

WEAR YOUR FACE COVERING CORRECTLY

- Wash your hands before putting on your face covering
- Put it over your nose and mouth and secure it under your chin
- Try to fit it snugly against the sides of your face
- Make sure you can breathe easily
- Do not place a mask on a child younger than 2



USE THE FACE COVERING TO PROTECT OTHERS

- Wear a face covering to protect others in case you're infected but don't have symptoms
- Keep the covering on your face the entire time you're in public
- Don't put the covering around your neck or up on your forehead
- Don't touch the face covering, and, if you do, clean your hands

FOLLOW EVERYDAY HEALTH HABITS

- Stay at least 6 feet away from others
- Avoid contact with people who are sick
- Wash your hands often, with soap and water, for at least 20 seconds each time
- Use hand sanitizer if soap and water are not available



TAKE OFF YOUR CLOTH FACE COVERING CAREFULLY, WHEN YOU'RE HOME

- Untie the strings behind your head or stretch the ear loops
- Handle only by the ear loops or ties
- Fold outside corners together
- Place covering in the washing machine
- Wash your hands with soap and water



Cloth face coverings are not surgical masks or N-95 respirators, both of which should be saved for health care workers and other medical first responders.

For instructions on making a cloth face covering, see:

[cdc.gov/coronavirus](https://www.cdc.gov/coronavirus)